



METRICS FOR MANAGEMENT



MY SRH: Measuring Youth Sexual and Reproductive Health Services

Current measures of adolescent friendly reproductive health services do not measure the parts of health care that are most important to young people. Metrics for Management (M4M) and a diverse, globally representative group of youth leaders are changing that.

BACKGROUND

Despite global commitments to improve youth access to sexual and reproductive health (SRH) services, young people continue to have **greater unmet SRH needs** than older clients. While we have seen significant improvements in the friendliness of SRH services for youth in the last two decades, this ongoing disparity in unmet demand shows us that **more must be done** to improve service delivery quality and to decrease barriers to care.

Improving the quality of SRH services for young people can meaningfully improve many SRH-related outcomes and accelerate economic development in low- and middle-income countries.

However, it remains challenging for organizations to identify and measure the aspects of their youth SRH services that matter the most to young people.

THE NEED

Through interviews with youth leaders and organizations serving young people, M4M discovered that **poor service privacy and confidentiality practices, and provider bias were major barriers** to receiving high-quality SRH services. We explored these ideas further and published a review¹ that confirmed what the young people had told us.

There is no measure that allows for rapid assessment of the combined concepts of privacy, confidentiality, and provider bias – and one is needed. Current assessment methods are lengthy and

difficult to implement. Our measure will provide health program managers, technical experts, funders, and many other stakeholders with a simple and easy method to measure youth SRH service quality and friendliness. The result will inform both continuous quality improvement initiatives, as well as the development and prioritization of interventions designed to predictably reduce barriers to SRH services for young people.

WORKING FOR YOUTH, WITH YOUTH

To advance such a measure, M4M convened an advisory group of engaged youth leaders and organizations, ready to collaborate on improved measures of privacy, confidentiality, and provider bias. Our group is made up of young clinicians, SRH leaders, and health and human rights experts.

Gathering together at the Women Deliver 2023 conference in Kigali, Rwanda, we grounded our time in the wisdom of current and future experts in the field of youth SRH and measurement. Our work together has laid the groundwork to measure what matters most to youth and to improve the quality of youth SRH services. Through the continued involvement of our advisory group, M4M will lead work to develop a simple, evidence-based, consensus-driven measure that changes how SRH services are provided for youth. Our user-centered approach ensures that measures are accessible, scalable, and adopted by those who can make change.

A solution with youth advocates at the fore; focused on measures that will improve services in ways that matter to young people.

We're doing things differently.

INTERESTED IN LEARNING MORE?

Contact Dr. Andrew Corley (andrew@m4mgmt.org)
Visit [MY SRH online](#).

¹ <https://m4mgmt.org/publications/exploring-and-monitoring-privacy/>

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